

## Standard Water and Sewerage Services Charges 2024–25

The following charges apply from 1 July 2024 for, or in connection with, the provision of water services and sewerage services. This schedule includes other fees and charges associated with these services.

Where water services are provided to any class of land in a meter reading period that ends after 30 June:

- the supply charge will be the charge applicable at the date of the account; and
- water consumption charges are determined based on average daily usage.

The 2024–25 charges will apply to average consumption on and from 1 July 2024.

GST does not apply to water services and sewerage services unless otherwise stated.

In this Schedule of Charges:

- a “flushing fixture” means a flushing cistern or flush valve
- a “parcel of land” includes leased and unleased parcels of National land and Territory land
- a “subsidiary building” means a building that is only used for purposes connected with the use of the main building.

### Standard Charges

Standard Water Charges	2023–24	2024–25
<b>The standard water charge is:</b>		
The Standard Water Supply Charge - a supply charge to each parcel of land; plus	\$211.25	\$224.98
<b>The Standard Water Consumption Charge, being:</b>		
<ul style="list-style-type: none"> <li>consumption charge for the first 0.548 kilolitres supplied on average per day of the billing period; plus</li> </ul>	\$2.41 per kL	\$2.56 per kL
<ul style="list-style-type: none"> <li>for all water supplied in excess of 0.548 kilolitres on average per day of the billing period.</li> </ul>	\$4.84 per kL	\$5.15 per kL
<b>Standard Sewerage Charge</b>		
The Standard Sewerage Charge is:	\$535.79	\$579.25

## Charges for categories of land

### Class 1 – Single residential

This class applies to a parcel of land:

- (a) with a single residential dwelling (with or without a granny flat) and no other building is erected on the land; or
- (b) with more than one building on the land if one is a single residential dwelling (or a single residential dwelling and granny flat) and any other buildings are subsidiary buildings.

Charges	2023–24	2024–25
<b>Water charge (where the parcel of land is connected to the water network and metered):</b>		
water supply charge; plus	Standard Water Supply Charge	Standard Water Supply Charge
water consumption charge.	Standard Water Consumption Charge	Standard Water Consumption Charge
<b>Sewerage charge (where the parcel of land is connected to the sewerage network):</b>		
Sewerage supply charge.	Standard Sewerage Charge	Standard Sewerage Charge

### Class 2 - Multiple residential (not unit title or community title)

This class applies to a parcel of land:

- (a) with more than one residential dwelling (for example, flats, dual occupancy or multiple residential buildings), and no other building is erected on the land other than subsidiary buildings,

but excludes:

- (b) any parcel of land included in Class 1 Single residential; and
- (c) any parcel of land included in Class 3 Unit title or community title.

Charges	2023–24	2024–25
<b>Water charge (where the parcel of land is connected to the water network and metered):</b>		
water supply charge; plus	Standard Water Supply Charge (calculated based on the number of residential dwellings – see below)	Standard Water Supply Charge (calculated based on the number of residential dwellings – see below)
water consumption charge.	Standard Water Consumption Charge (calculated based on the number of residential dwellings – see below)	Standard Water Consumption Charge (calculated based on the number of residential dwellings – see below)
<b>Sewerage charge (where the parcel of land is connected to the sewerage network):</b>		
sewerage supply charge.	Standard Sewerage Charge (calculated based on the number of residential dwellings – see below)	Standard Sewerage Charge (calculated based on the number of residential dwellings – see below)

Note:

For a complex in this class which is not sub-divided into units under unit titles legislation or is included in a community title scheme under community title legislation (for example, 'dual occupancy') :

- there is a single parcel of land; and
- the water supply charge and sewerage supply charge are each calculated based on the number of residential dwellings. For example, if a complex contains 4 units the water supply charge and the sewerage supply charge are the relevant standard charge x 4; and
- in determining water consumption charges under this class, each residential dwelling is given a daily allowance in relation to the volume of water supplied at the lower consumption charge rate. For example, if a complex contains 4 units the daily allowance would be 0.548 kilolitres x 4, being charged at the lower rate with any consumption in excess of that being charged at the higher rate.

## Charges for categories of land (continued)

### Class 3 – Unit title or community title

Where a parcel of land is sub-divided into units under unit titles legislation or is included in a community title scheme under community title legislation:

- (a) each unit or community title lot (which is not common property) is a separate parcel of land in this class; and
- (b) each common property is a separate parcel of land in this class.

Charges	2023–24	2024–25
<b>Water charge for each parcel which is a unit or community title lot:</b>		
water supply charge (including for a parcel of land for which services are available but the parcel is not connected to the water network); plus	Standard Water Supply Charge	Standard Water Supply Charge
water consumption charge (where the parcel of land is connected to the water network and separately metered).	Standard Water Consumption Charge	Standard Water Consumption Charge
<b>Water charge for each parcel which is common property:</b>		
water supply charge; plus	Nil	Nil
water consumption charge (where the parcel of land is connected to the water network and separately metered) and the units or community title lots are each separately metered; or	Standard Water Consumption Charge	Standard Water Consumption Charge
water consumption charge (where the parcel of land is connected to the water network and separately metered) and the units or community title lots are not each separately metered.	Standard Water Consumption Charge (calculated based on the number of residential dwellings – see below)	Standard Water Consumption Charge (calculated based on the number of residential dwellings – see below)
<b>Sewerage charge for each parcel which is a unit or community title lot (where the parcel of land is connected to the sewerage network):</b>		
sewerage supply charge; plus	Standard Sewerage Charge	Standard Sewerage Charge
(where the parcel of land permits any use other than residential purposes only) charge for each flushing fixture in excess of two flushing fixtures.	\$524.00	\$566.50
<b>Sewerage charge for each parcel which is common property:</b>		
sewerage supply charge for any common property parcel where there is no flushing fixture; or	Nil	Nil
sewerage supply charge for all other parcels of land in this class which are common property; plus	Standard Sewerage Charge	Standard Sewerage Charge
charge for each flushing fixture in excess of two flushing fixtures.	\$524.00	\$566.50

#### Note:

In determining water consumption charges under this category, each unit is given a daily allowance in relation to the volume of water supplied at the lower consumption charge rate. For example, if a complex contains 4 units and a common property the daily allowance would be 0.548 kilolitres x 5, being charged at the lower rate with any consumption in excess of that being charged at the higher rate.

## Charges for categories of land (continued)

### Class 4 - Community institutions

This class applies to a parcel of land:

- (a) with a building used for the purpose of a church or other religious establishment, hospital, benevolent institution or charitable institution, and no other building is erected on the land other than subsidiary buildings; or
- (b) that is occupied by or used in connection with a school that is registered (or provisionally registered) under the Education Act 2004 (ACT) including grounds belonging to or used in connection with such a school.

Charges	2023–24	2024–25
<b>Water charge (where the parcel of land is connected to the water network and metered):</b>		
water supply charge; plus	Standard Water Supply Charge	Standard Water Supply Charge
water consumption charge for a parcel of land used for:		
<ul style="list-style-type: none"> <li>▪ the purpose of a church or other religious establishment under paragraph (a) above; or</li> <li>▪ a school under paragraph (b) above; or</li> </ul>	\$2.41 per kL	\$2.56 per kL
water consumption charge for all other parcels of land in this class.	Standard Water Consumption Charge	Standard Water Consumption Charge
<b>Sewerage charge (where the parcel of land is connected to the sewerage network):</b>		
sewerage supply charge; plus	Standard Sewerage Charge	Standard Sewerage Charge
charge for each flushing fixture in excess of two flushing fixtures.	\$262.00	\$283.25

### Class 5 – Commercial and other non-residential

This class applies to all other parcels of land which are not covered by Classes 1-4 above, including but not limited to:

- (a) the Australian National University; and
- (b) commercial and retail premises.

Charges	2023–24	2024–25
<b>Water charges (where the parcel of land is connected to the water network and metered):</b>		
water supply charge; plus	Standard Water Supply Charge	Standard Water Supply Charge
water consumption charge.	Standard Water Consumption Charge	Standard Water Consumption Charge
<b>Sewerage charge (where the parcel of land is connected to the sewerage network):</b>		
sewerage supply charge; plus	Standard Sewerage Charge	Standard Sewerage Charge
charge for each flushing fixture in excess of two flushing fixtures.	\$524.00	\$566.50

## Charges for categories of land (continued)

### Class 6 – Unmetered and unconnected charges

#### Unmetered water charges

This charge applies to a parcel of land that is connected to the water supply network, but which is not metered. This charge does not apply to a parcel of land in Class 3 Unit title or community title.

Charges	2023–24	2024–25
Water supply charge	\$678.28	\$710.50

#### Unconnected Water & Sewerage Charges

This charge applies to a parcel of land that is not connected to:

- (a) the water network but water supply infrastructure has been installed and is available to the land; and/or
  - (b) the sewerage network, but sewerage supply infrastructure has been installed and is available to the land,
- including but not limited to a vacant parcel of land or carpark.

This charge does not apply to a parcel of land in Class 3 Unit title or community title which is common property.

Charges	2023–24	2024–25
Water supply charge (where the parcel of land is not connected to the water network)	Standard Water Supply Charge	Standard Water Supply Charge
Sewerage supply charge (where the parcel of land is not connected to the sewerage network)	Standard Sewerage Charge	Standard Sewerage Charge

## Other fees and charges

Charges	2023–24	2024–25
Special reading of a water meter	\$25.00	\$26.00
Testing a standard 20mm water meter		
Notes:		
1. Testing fees for meters larger than 20mm are by individual quote.	\$288.00	\$302.00
2. Meter testing fees are refundable where a test shows a meter to be defective as defined in the Water Metering Code.		
Fee payable upon request for a certificate showing the amount of charges payable in respect of a quantity of water or of a parcel of land.	\$18.00	\$19.00
<b>Attendance (debt collection or disconnection / restriction):</b>		
▪ first visit in a 12 month period (in office hours)	\$73.00	\$76.00
▪ within a year of a previous visit (in office hours).	\$99.00	\$104.00
Reconnection fee (following disconnection / restriction for non-payment).	\$166.00	\$174.00
Dishonoured cheque (admin charge). The greater of:	\$11.00 per account or \$21.00 per cheque for multiple accounts	\$12.00 per account or \$22.00 per cheque for multiple accounts
Credit card reversal (admin charge). The greater of:	\$37.00 per account or \$48.00 per card reversal for multiple accounts	\$39.00 per account or \$50.00 per card reversal for multiple accounts
Direct debit reject	\$6.30 per reject	\$6.60 per reject

# Payments

## Account payments

Annual charges for water services and sewerage services are billed quarterly, unless agreed otherwise with you.

The due date for payments is the date shown in the account issued to you.

## Interest

Where you fail to pay by the due date, and the amount remains unpaid for a further 14 days, Icon Water may levy interest at the prescribed rate on the amount outstanding for each month or part of a month that the amount remains unpaid, calculated from the day on which the payment became due.

The amount of interest calculated and levied will be included on the next account issued to you.

## Payment assistance

Icon Water offers a range of flexible payment options. If you would like information on these or if you need payment assistance, please call us on 02 6248 3111. If you are having difficulty paying your account and we are unable to assist, you may also apply to the ACT Civil and Administrative Tribunal (ACAT) for assistance by calling (02) 6207 7740.